



HM Prison & Probation Service

HQ Job Description (JD)

Band 7

Directorate: Custodial Contracts

Job Description – PECS Contract Delivery Manager

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Job Description

Job Title	Prisoner Escort and Custody Service (PECS) Contract Delivery Manager (CDM)
Directorate	Custodial Contracts
Band	7

Overview of the job	<p>The purpose of a PECS Contract Delivery Manager (CDM) is to ensure the efficient and contractually compliant delivery of the PECS escort contract within their respective areas by the private providers. In doing so they are required to work collaboratively with other key stakeholders in the delivery process such as HMCTS, prisons, the YJB, the Police, and PMU.</p> <p>The job sits within PECS which is part of Custodial Contracts Directorate. Although part of an HQ group the post itself is regionally based as the post holder is required to visit courts, prisons, police stations etc on a daily basis to assess the delivery of the contracted service provided.</p> <p>The post does not have any direct line management responsibilities.</p> <p>Although operational experience in a prison is advantageous it is not an essential requirement for the role. The post does however attract RHA due to the requirement to cover on call arrangements during evenings and weekends.</p>
Summary	<p>The job holder will ensure a strategic and co-ordinated approach to the delivery of contracts managed by the Unit across partners and stakeholders within the Criminal Justice System (CJS) ensuring effective delivery of contracts by private sector providers of Prisoner Escort Services between prisons, courts, police stations, and also inter prison transfers.</p> <p>Accountable to the Senior Contract Delivery Manager, PECS.</p> <p>This is a non-line management HQ role.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Maintain and manage regional partner and stakeholder relations:</p> <ul style="list-style-type: none"> • Recognise and respect partner and stakeholder groups, their interests, objectives, needs and nature. • Manage the accountability of PECS to these groups, and agree strategic objectives and targets. • Act as facilitator for all Criminal Justice Agencies, providing them with an avenue for collaboration about matters that impact upon delivery of the perfect day, or their ability to meet their own targets.

Create regional focus to delivery on contracts:

- Facilitate decision making and reflect mistakes as learning opportunities.
- Mentor partners and embed key skills and values in all partners.
- Help partners identify what is and what is not possible in the current environment.
- Remind partners that they need to adapt and work with any challenges or changes in the operating environment, regardless from which direction they come.
- Create clarity within partnership discussions, convene and facilitate interaction between partners with diverse and differing drivers.

Operational duties:

- Undertake investigations at the request of the Senior Contract Delivery Manager as per the 1991 Criminal Justice Act.
- Co-ordinate Operation Tornado and other serious incidents as and when required (24 hour cover).
- Identify procedures and agreement for use of police cells (Operation Safeguard).
- Visit courts, prisons and police cells to monitor contract delivery and assess the treatment of prisoners, including requiring remedial action where necessary.
- Conduct audit programmes and analysis as directed.
- Ensure that reporting mechanisms are in place and working effectively, including quality assurance of provider data as necessary.
- Mediate in disputes/mitigation at a local level.

Develop strong working links and encourage efficient and effective joint working across the region:

- Attend local meetings such as Crown and Magistrates Court User Group meetings as necessary.
- Work reciprocally to develop and achieve mutually agreed visions and outcomes.
- Participate in multi-agency, co-ordinated planning processes.
- Prepare and circulate agendas, minutes and newsletters etc, highlighting key tasks and implications for the organisation.
- Maintain formal and informal communication with range of stakeholders and partners to ensure all are informed of current activities and opportunities for input, feedback and collaboration are maximized.
- Ensure relevant information is shared between agencies.
- Advise on the development of new systems, processes and structures.

Project manage specific projects as directed:

- Prepare, recommend and monitor project plans, with input from other participating stakeholders.

	<ul style="list-style-type: none"> • Lead, co-ordinate or support project implementation, including using the Unit's resources, prepare reports, manage, promote, co-ordinate and facilitate meetings and reports on performance, outputs and outcomes. <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>
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Behaviours	<ul style="list-style-type: none"> • Communicating and Influencing • Making Effective Decisions • Managing a Quality Service • Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	<ul style="list-style-type: none"> • Strong interpersonal skills to influence senior internal and external stakeholders (e.g. Police, YJB, HMCTS, etc) outside of a line managed relationship. • Written and spoken English • Numerical skills • Ability to work with data
Experience	<ul style="list-style-type: none"> • Experience of managing large scale commercial contracts or SLAs with external providers. • Experience of HMPS Incident Management Process as part of a Silver Command Team. • Significant experience of managing audit and assurance processes within a custodial setting. • Knowledge and experience of the external scrutiny procedures for all custodial services including HMIP, PPO and Audit bodies.
Technical	

Minimum Eligibility	<ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	<p>37 hour working week.</p> <p>Required Hours Allowance – TBC by Recruiting Manager</p> <p>This role requires working regular unsocial hours and a payment at the current approved organisation rate will be made in addition to your basic pay to recognise this.</p> <p>Unsocial hours are those hours outside 0700 - 1900hrs Monday to Friday and include working evenings, nights, weekends and Bank/Public Holidays.</p>
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Communicating and Influencing		Strong interpersonal skills to influence senior internal and external stakeholders (e.g. Police, YJB, HMCTS, etc.) outside of a line managed relationship	Experience of managing large scale commercial contracts or SLAs with external providers	
Making Effective Decisions		Written and spoken English	Experience of HMPS Incident Management Process as part of a Silver Command Team	
Managing a Quality Service		Numerical skills	Significant experience of managing audit and assurance processes within a custodial setting	
Delivering at Pace		Ability to work with data	Knowledge and experience of the external scrutiny procedures for all custodial services including HMIP, PPO and Audit bodies.	